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IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF TEXAS
MARSHALL DIVISION

PATTY BEALL, MATTHEW MAXWELL,)
TALINA McELHANY and KELLY)
HAMPTON, individually and on)
behalf of all other similarly)
situated,) 2:08-cv-422 TJW
Plaintiff(s),)
vs.)
TYLER TECHNOLOGIES, INC., and)
EDP ENTERPRISES, INC.,)
Defendant(s).)

DEPOSITION UPON ORAL EXAMINATION OF
JOY M. BIBLES McLEOD

1:35 P.M.

MAY 18, 2010

520 PIKE STREET, 12TH FLOOR

SEATTLE, WASHINGTON



REPORTED BY: MARY L. GREEN, CCR 2981

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A P P E A R A N C E S

FOR THE PLAINTIFF(S) :

LAUREEN F. BAGLEY
Sloan, Bagley, Hatcher & Perry
101 E. Whaley Street
Longview, TX 75601
903.757.7000
lbagley@texttrialfirm.com

FOR THE DEFENDANT(S) :

ELLEN L. PERLIONI
Morgan Lewis
1717 Main Street, Suite 3200
Dallas, TX 75201
214.466.4142
ellen.perlioni@morganlewis.com

ALSO PRESENT: LYNN MOORE, Tyler Technologies

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3 Employment Application 11

4 September 13, 2005, offer letter 26

5 September 21, 2006, letter to Mindy 36

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6 October 13, 2006, letter to Joy Bibles 36

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7 September 21, 2006, e-mail to EDEN-All 53

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8 October 9, 2006, e-mail to Connie Shaw and 53

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9 October 23, 2007, e-mail to TBNT from Joy 55

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<p>1 his department did. When I saw Marilyn, she told me 2 about what her department did. Mostly these people 3 told me about what their departments did. They didn't 4 come in to tell me about what they were going to do 5 training me. 6 The consulting manager that I worked with, she 7 had very little time for me because she was on the way 8 from a meeting or to a meeting, so these people were 9 introducing themselves to me to tell me about EDEN. 10 They weren't coming in to tell me how they were going 11 to interact with me, because I didn't work with any of 12 them. 13 Q. Mindy D'Andrea, you mentioned you spoke with 14 her and ultimately she became your supervisor. 15 A. Right. 16 Q. What do you recall from your discussions with 17 Mindy D'Andrea? 18 A. They were very, very brief, because she was on 19 the way somewhere. She's the one that told me she was 20 looking for someone that was a self-starter; that there 21 would be travel; that she would be trained very well, 22 that type of thing, but my time with her was very, very 23 brief, so there wasn't a lot of input about what the 24 expectation would be other than what I already told 25 you.</p>	<p>1 Q. And then you mentioned Darren Dundis. 2 A. Yes. 3 Q. What was his group? 4 A. His group worked with conversions if I recall, 5 and although I interfaced with some of those people, he 6 didn't train me. I didn't do anything with those 7 people. 8 Q. Do you recall anything from your interview 9 with him wherein you might have discussed the position 10 that you were taking in particular? 11 A. If there was a problem in conversion, his 12 group was the people that I contacted. That's what he 13 told me that they worked with conversions. If there's 14 a problem in a conversion, his group was the people 15 that were called. 16 Q. When you say conversion, as I understand it -- 17 and tell me if I'm way off base -- they took the 18 customer or client's data and converted it from their 19 old system into the Tyler software. 20 A. That's correct. 21 Q. And you didn't work in that conversion group 22 itself? 23 A. No. But I still did have to deal with them 24 sometimes in that when there was a technical issue even 25 with the auxiliary modules, still their group were</p>
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<p>1 Q. Marilyn, whose last name we don't know, what 2 was her group or her department? 3 A. She -- if I remember right, her module that 4 she implemented was utility billing. Other than her 5 being very pleasant and very friendly, she was telling 6 me what a great company it was to work for, and she was 7 a very positive upbeat person, but I never worked with 8 her. 9 Q. And what was -- Ms. D'Andrea, what was the 10 group, department, module that she supported? 11 A. Auxiliary services. She did some of the 12 auxiliary modules, so we didn't do -- we didn't 13 implement necessarily accounting modules that 14 interfaced with general ledger. 15 Q. Which module did you work on when you were 16 hired? 17 A. The modules that come to mind the most because 18 they were the ones that I remember implementing modules 19 were like project management, and I will have to sit 20 here and try to think of others. That's the one I 21 spent the most time on was project management; that I 22 became the most proficient with. 23 Q. It's actually a software module relating to 24 project management? 25 A. Right.</p>	<p>1 people that I sometimes had to deal with, because they 2 were technical support. 3 Q. So you went in and you interviewed with the 4 five different people that we have just mentioned. Did 5 you have any follow-up telephone or in-person 6 interviews with anyone at Tyler Technologies? 7 A. No, Ma'am. 8 Q. How did you -- 9 A. Oh, Bruce Volkens was another person I met. 10 He was the VP. 11 Q. What do you recall from your discussion with 12 Mr. Volkens? 13 A. Another person telling me what a great place 14 it was to work, but very distant. 15 Q. What do you mean by distant? 16 A. He just -- he was -- he was executive 17 management, just very, very much -- it's a great place 18 to work, nice to meet you, you know, executive 19 management meeting a prospective employee and just 20 very, very, very friendly but got important things to 21 do. He didn't really give me any information. Very -- 22 Q. Didn't spend much time with him? 23 A. Yeah. I mean, he met me more because 24 executive management, I think, needed to meet me, but 25 he didn't give me any information.</p>

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<p>1 salary.</p> <p>2 Q. And what is your understanding of salary?</p> <p>3 A. That I wasn't paid hourly.</p> <p>4 Q. So in other words, is it your understanding</p> <p>5 that \$50,000 that's identified in the document we've</p> <p>6 marked Deposition Exhibit 4 was what your annual salary</p> <p>7 would be regardless of the amount of hours worked?</p> <p>8 MS. BAGLEY: Object to the form. You</p> <p>9 can answer.</p> <p>10 Q. (BY MS. PERLIONI) You still answer.</p> <p>11 A. Yes. I -- yes.</p> <p>12 Q. Did you ever -- were you ever told by anyone</p> <p>13 that you would receive additional compensation if you</p> <p>14 worked over a certain amount of hours or anything like</p> <p>15 that?</p> <p>16 A. No. My understanding is salary was different</p> <p>17 than that.</p> <p>18 Q. So you don't get overtime pay? There is a</p> <p>19 flat salary regardless of how many hours you may work?</p> <p>20 MS. BAGLEY: Form.</p> <p>21 Q. (BY MS. PERLIONI) Is that your understanding?</p> <p>22 A. No. That wasn't my understanding.</p> <p>23 Q. What was your understanding?</p> <p>24 A. My understanding of salary was that it was</p> <p>25 equitable hours; that it balanced out.</p>	<p>1 to me either. They didn't tell me that salary meant</p> <p>2 that they were going to work me regularly over 40, 50,</p> <p>3 60 hours a week either.</p> <p>4 Q. Did you ever ask?</p> <p>5 MS. BAGLEY: Object to the form.</p> <p>6 A. That they were going to abuse salary? No, I</p> <p>7 didn't.</p> <p>8 MS. PERLIONI: Objection; nonresponsive.</p> <p>9 Q. (BY MS. PERLIONI) Did you ever ask anyone how</p> <p>10 the exempt or salary status worked or what it meant?</p> <p>11 A. No. But they never asked me if it was okay to</p> <p>12 just work me regularly like that either.</p> <p>13 MS. PERLIONI: I'm going to object to</p> <p>14 everything beyond no being nonresponsive.</p> <p>15 Q. (BY MS. PERLIONI) Did you at any time -- I</p> <p>16 mean, throughout this time period you received your</p> <p>17 paycheck, correct? Throughout your employment with</p> <p>18 Tyler Technologies, you received a paycheck, correct?</p> <p>19 A. Yes.</p> <p>20 Q. And your paycheck was the same amount</p> <p>21 regardless of the number of hours you worked, correct?</p> <p>22 A. Yes.</p> <p>23 Q. And at any time, did you go talk to anyone at</p> <p>24 Tyler Technologies management or human resources and</p> <p>25 question or complain --</p>
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<p>1 Q. What does that mean? I'm sorry.</p> <p>2 A. That if they worked you 60 hours one week,</p> <p>3 that it balanced out in another week, because people I</p> <p>4 knew who worked salary, that's the way that it worked</p> <p>5 for them.</p> <p>6 So my understanding of salary was that if you</p> <p>7 worked 60 hours one week that your employer would work</p> <p>8 it out with you the next week that you might be able to</p> <p>9 work 20 hours or 30 hours and balance things out and</p> <p>10 that exempt meant -- my understanding of the exempt</p> <p>11 statement was that you weren't hourly; that you didn't</p> <p>12 get docked for your pay. If you worked 60, then you</p> <p>13 and your employer would make that up the next week.</p> <p>14 That's what I thought salary was, because the</p> <p>15 people I knew that worked salary, that's the way it</p> <p>16 worked for them.</p> <p>17 Q. Did anyone at Tyler Technologies ever tell you</p> <p>18 that that's how it works at Tyler Technologies?</p> <p>19 A. No.</p> <p>20 Q. The people that you knew that worked in such a</p> <p>21 way that gave you your impression of what it meant to</p> <p>22 be salary, were any of those Tyler Technologies</p> <p>23 employees?</p> <p>24 A. But nobody at Tyler told me that they were</p> <p>25 going to work me 50, 60 hours a week and not make it up</p>	<p>1 A. Yes, I did. I talked to my manager more than</p> <p>2 once.</p> <p>3 MS. BAGLEY: Let her finish the</p> <p>4 question.</p> <p>5 THE WITNESS: Okay.</p> <p>6 Q. (BY MS. PERLIONI) Your manager, Mindy</p> <p>7 D'Andrea?</p> <p>8 A. No. Go ahead and finish your question.</p> <p>9 Q. We got it. Mindy D'Andrea?</p> <p>10 A. Yes, I did.</p> <p>11 Q. Tell me the first time you spoke with</p> <p>12 Ms. D'Andrea.</p> <p>13 A. Within two months of employment.</p> <p>14 Q. And what did you say to Ms. D'Andrea?</p> <p>15 A. I said, I notice that I seem to regularly be</p> <p>16 working about 50 hours a week and a couple times 60</p> <p>17 hours a week, and she said, You're salary, and I said,</p> <p>18 Well, that doesn't seem fair, and she said, Well, when</p> <p>19 you're training, you will be working 50, sometimes 60</p> <p>20 hours a week, but once you're trained, every now and</p> <p>21 then you'll have a week that's about 30 hours a week.</p> <p>22 I never saw a 30-hour week and rarely saw a 40-hour</p> <p>23 week.</p> <p>24 Q. Anything else in your conversation with</p> <p>25 Ms. D'Andrea?</p>

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<p>1 A. I had that conversation with her at least</p> <p>2 three times.</p> <p>3 Q. I'm asking about the first time, and I want to</p> <p>4 know everything you can recall under oath that you can</p> <p>5 attest to you recall you saying it and you recall her</p> <p>6 response. Anything else you recall from that first</p> <p>7 conversation?</p> <p>8 MS. PERLIONI: Can the record reflect</p> <p>9 how long we're sitting here?</p> <p>10 A. No. There was nothing else.</p> <p>11 Q. (BY MS. PERLIONI) You said that first</p> <p>12 conversation was approximately two months after the</p> <p>13 beginning of your employment?</p> <p>14 A. Yes.</p> <p>15 Q. When was the second conversation you had with</p> <p>16 Ms. D'Andrea where you raised the issue of the hours</p> <p>17 you worked?</p> <p>18 A. It was about three months after that.</p> <p>19 Q. Real quick going back to the first</p> <p>20 conversation. Was anyone else present when you had</p> <p>21 this conversation?</p> <p>22 A. No, there wasn't.</p> <p>23 Q. Did you make any notes about this</p> <p>24 conversation?</p> <p>25 A. No, I didn't, because I trusted her at her</p>	<p>1 training, and I said, Well, Mindy, when am I going to</p> <p>2 get a break? When am I going to get a lighter week?</p> <p>3 So she said, Well, you're still training, but when</p> <p>4 you're done training, you'll see a 30-hour week.</p> <p>5 So I left and figured, well, maybe I'll just</p> <p>6 get to see a 30-hour week in the future. About three</p> <p>7 months later, I had approached her again. No, no one</p> <p>8 was present. No, I didn't make a record of the</p> <p>9 conversation. She told me again I was still training</p> <p>10 even though I had been going out to client sites by</p> <p>11 myself.</p> <p>12 Q. Anything else that you recall during this</p> <p>13 third conversation you had with Ms. D'Andrea?</p> <p>14 A. Other than I was getting increasingly</p> <p>15 frustrated, no.</p> <p>16 Q. Did you ever speak with anyone other than</p> <p>17 Ms. D'Andrea about your concerns with the number of</p> <p>18 hours you were working?</p> <p>19 A. Yes. I spoke with Connie Shaw.</p> <p>20 Q. How many times did you speak with Ms. Shaw?</p> <p>21 A. Once.</p> <p>22 Q. Do you recall when that conversation with</p> <p>23 Ms. Shaw occurred?</p> <p>24 A. Probably about -- let's see -- a month after</p> <p>25 the second conversation I had with Mindy. No, I didn't</p>
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<p>1 word.</p> <p>2 MS. PERLIONI: Objection; nonresponsive.</p> <p>3 Q. (BY MS. PERLIONI) My question was did you make</p> <p>4 any notes about that conversation?</p> <p>5 A. I said, no, I didn't.</p> <p>6 Q. Going to the second conversation apparently</p> <p>7 three months after the first conversation, can you tell</p> <p>8 me where the second conversation occurred?</p> <p>9 A. It was in a conference room.</p> <p>10 Q. Was anyone present other than you and</p> <p>11 Ms. D'Andrea?</p> <p>12 A. No. No one was present.</p> <p>13 Q. Tell me what you can recall and testify to</p> <p>14 under oath as you having said and Ms. D'Andrea having</p> <p>15 responded.</p> <p>16 A. It was the -- it was almost word for word the</p> <p>17 same conversation.</p> <p>18 Q. I'd like you to tell me what you can sitting</p> <p>19 here recall having said to Ms. D'Andrea and what her</p> <p>20 response was.</p> <p>21 A. I reminded Mindy of the conversation we had a</p> <p>22 couple months earlier, and she said, Well, I told you</p> <p>23 when you were training that there would be 60-hour</p> <p>24 weeks, and I said, Well, Mindy, I still haven't seen a</p> <p>25 30-hour week, and she said, Well, you're still</p>	<p>1 make a record of the conversation. No, no one else was</p> <p>2 present. And she told me you're salary.</p> <p>3 Q. She's obviously responding to something. What</p> <p>4 is it that you asked Ms. Shaw?</p> <p>5 A. I told Ms. Shaw about the conversation I had</p> <p>6 with Mindy but not in specific detail, because I was</p> <p>7 trying to be protective of my manager and not be</p> <p>8 specific. I broached the subject about being salary</p> <p>9 and working so many hours and asked about light weeks,</p> <p>10 and she said that's up to your manager.</p> <p>11 Q. What do you mean when you say light weeks?</p> <p>12 What did you ask her about light weeks?</p> <p>13 A. Weeks less than 50 or 60 hours.</p> <p>14 Q. And you say Ms. Shaw -- her exact words were</p> <p>15 that's up to your manager?</p> <p>16 A. That's up to your manager.</p> <p>17 Q. And when she said you're salaried, did you ask</p> <p>18 her what that means?</p> <p>19 A. No, I did not. She just said that was the pat</p> <p>20 answer. You're salary.</p> <p>21 Q. Did she explain to you that means the salary</p> <p>22 remains the same regardless the number of hours you</p> <p>23 work?</p> <p>24 A. She just said you're salary.</p> <p>25 Q. Did you ask her at any point in time is my</p>

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<p>1 process of some of the auxiliary modules of their EDEN 2 financial software" package. 3 Do you see that? 4 MS. BAGLEY: Purchase. 5 MS. PERLIONI: I'm sorry. Purchase. 6 Thank you. 7 A. Yes. 8 Q. (BY MS. PERLIONI) What do you mean by that? 9 A. The implementation process, we had as I said 10 before the training materials that showed them or 11 walked us through the configuration. There were 12 certain things they couldn't even train on until the 13 site was configured. That meant plugging in required 14 data. 15 Then we had this prepackaged thing to show 16 them how to train. They got their training materials, 17 and then we showed them how to use the software. We 18 put in the required information they would need. For 19 example, project accounting, we had to help or they 20 showed us whether or not they needed phases. 21 We didn't help them make decisions, but if 22 they had, for example, construction accounting, if they 23 wanted phases or if they wanted tasks, we showed them 24 how to put that information in. Then we showed them 25 how to use the project accounting service.</p>	<p>1 that they purchased. 2 Q. Is every client the same? 3 A. No, Ma'am. 4 Q. What kind of nuances would you come across? 5 A. Some people might just have phases. Some may 6 have phases and task. Some might have phases, tasks, 7 subtasks. Some may be a parks department. Some may be 8 the city where they handle construction, where they do 9 construction for the city. 10 So they might all use it different ways, but 11 the basic idea is the same that they want to be able to 12 use their budget and budget each phase and task. 13 Q. But because of the nuances, do you have to 14 change the preferences within the software to be able 15 to facilitate the type of project accounting this 16 particular client may utilize? 17 A. Yes, Ma'am, because some people may want it to 18 autonumber. Some people might say we want to pick our 19 own numbers. Some people might say we only want a 20 five-digit phase number. We configure that for them so 21 that once the configuration is done and we set the 22 preferences, they can go in and manage it. 23 Q. As you're having these discussions with them, 24 are you showing them how to do it or is there initial 25 discussion to set it up with all the preferences based</p>
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<p>1 Then they had an agenda and a checklist of 2 things they had to have done so when we came back we 3 could proceed with showing them how to use it, and then 4 we just walked them through this agenda step by step. 5 It was kind of a turnkey thing. And then we turned it 6 over to them so they could use it. 7 Q. What do you mean by -- you go in there and 8 you're sitting down with the customer, with the client. 9 Are you presenting with a PowerPoint? 10 A. Not with project accounting. Sometimes they 11 started with a PowerPoint because it was an overview of 12 this is how project accounting works to help them 13 understand how to frame in the things that they were 14 going to need to do so they could make their own 15 decisions. 16 Q. So then you sit down and you engage with the 17 client to figure out how they manage their project 18 accounting -- I think you said differently -- phasing 19 and things like that? 20 A. Yes, Ma'am. 21 Q. What is it you're trying to understand when 22 you're making this inquiry of your client? 23 A. How they translate their project accounting 24 process from whatever they're doing currently so they 25 can translate it into the project accounting system</p>	<p>1 on how they run project accounting and then later you 2 show them how to do it? 3 A. Yes. 4 MS. BAGLEY: Object to form. 5 Q. (BY MS. PERLIONI) Am I correct in that? 6 A. Well, we would go ahead and configure it to 7 decide how many digits do you want, do you want phases 8 or tasks, and then once we decide -- the client decides 9 what they want and we configure it, then we'd say, 10 okay, now that you understand what the structure is, 11 you need to set this up. This is your to do list. 12 Before we come back, these things have to be done. 13 Then we come back and we'll show you what you need to 14 do next. 15 Q. When you say we, who is the we? 16 A. I'm sorry. The client. We show the client 17 what they need to be done. When I say we, I mean the 18 client. I show the client. 19 Q. Typically it would just be you and one or two 20 people from the client? 21 A. Usually a team, the implementation team on the 22 client side. If I'm shadowing, then the we would be 23 the EDEN person and I or the Tyler Technologies person 24 and I. 25 Q. Let me make sure this is clear for the record.</p>

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<p>1 If you're shadowing, that means you're going along with</p> <p>2 another Tyler Technologies person to watch them go</p> <p>3 through the implementation process?</p> <p>4 A. Or they're watching me because I'm training</p> <p>5 them.</p> <p>6 Q. So if it's not a situation where you're</p> <p>7 shadowing someone or they're shadowing you while you're</p> <p>8 training them, it's just you and the client team?</p> <p>9 A. Yes, Ma'am.</p> <p>10 Q. Who would be amongst that client team?</p> <p>11 A. It could be the treasurer. It could be the</p> <p>12 accounting department. Sometimes it's like persons</p> <p>13 from all the other groups, parks and recreation,</p> <p>14 construction, other people who would be involved that</p> <p>15 will be affected by the projects, because they might</p> <p>16 have to set up their own project. You might have parks</p> <p>17 and recreation, the library, anybody who would have</p> <p>18 need to use that project.</p> <p>19 Q. And does that differ by client as well?</p> <p>20 A. Yes, Ma'am.</p> <p>21 Q. And going into it, do you know these types of</p> <p>22 nuances that are client specific?</p> <p>23 A. At the first configuration meeting, you may</p> <p>24 not.</p> <p>25 Q. And that's a face-to-face meeting?</p>	<p>1 packaging of these implementation packages of to dos</p> <p>2 and the structure of things you have. You give the</p> <p>3 agenda to the client. We have this list of things that</p> <p>4 we're supposed to do, and we present that to the</p> <p>5 client. We have these things that we implement from,</p> <p>6 tried and true implementation guides, and that's</p> <p>7 what --</p> <p>8 Q. Like what kind of thing? Is it like a recipe</p> <p>9 where you say I need to tell you now that you need</p> <p>10 to --</p> <p>11 A. Yes, Ma'am. It's pretty much a recipe.</p> <p>12 Q. You use no discretion in there whatsoever?</p> <p>13 You don't use your brain basically?</p> <p>14 MS. BAGLEY: Object to the form.</p> <p>15 A. No. We go -- if we go off the guide, we're</p> <p>16 supposed to contact the consulting manager or the</p> <p>17 project manager.</p> <p>18 Q. (BY MS. PERLIONI) And these agendas, they</p> <p>19 don't have those client nuances listed, correct?</p> <p>20 A. No, Ma'am, they don't.</p> <p>21 Q. So you have to talk to the client and find out</p> <p>22 what the nuances are for any particular client,</p> <p>23 correct?</p> <p>24 A. That's correct.</p> <p>25 Q. And then you configure based on the different</p>
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<p>1 A. Yes, Ma'am.</p> <p>2 Q. And approximately how long does your first</p> <p>3 configuration meeting typically last?</p> <p>4 A. It could be two days. It depends on how big</p> <p>5 the client is.</p> <p>6 Q. It could be two days. It could be what?</p> <p>7 A. It could be one day. It could be two days. I</p> <p>8 guess if it's a county, it could be three days. It</p> <p>9 depends on who comes to the meeting.</p> <p>10 Q. Why does it take so long to have those types</p> <p>11 of discussions?</p> <p>12 A. Because sometimes you're deciding -- it could</p> <p>13 be because you're configuring the client. It could be</p> <p>14 because only certain people can be there for the first</p> <p>15 meeting to get these decisions hammered out. It could</p> <p>16 be certain departments are going to be at the first</p> <p>17 meeting and then you're showing another group for the</p> <p>18 second meeting. It just depends.</p> <p>19 Q. As you work through the different variables or</p> <p>20 nuances for this particular client and you configure it</p> <p>21 in their system, you said you then give them sort of a</p> <p>22 task list?</p> <p>23 A. Yes, Ma'am.</p> <p>24 Q. How do you come up with that task list?</p> <p>25 A. The task list is already preformed by the</p>	<p>1 nuances of this particular client?</p> <p>2 A. Yes, Ma'am.</p> <p>3 Q. And then when you give them their task list,</p> <p>4 does that have to be in any way altered based on the</p> <p>5 nuances that the particular client brings to the table?</p> <p>6 A. Well, the implementation guide allows for</p> <p>7 those nuances, because particularly with project</p> <p>8 management, the software is configured with enough</p> <p>9 variety or enough diversity to allow for those.</p> <p>10 So there's a lot of flexibility in the way</p> <p>11 that those modules are, particularly the module that I</p> <p>12 implemented, in that if it can't fit within this box</p> <p>13 with all these different varieties, then we contact the</p> <p>14 project manager and say it won't fit into the mold with</p> <p>15 all these variations. The client wants to do this.</p> <p>16 What should I do?</p> <p>17 Q. Just so I'm understanding, the software has so</p> <p>18 many variables or options that are available?</p> <p>19 A. Yes, Ma'am.</p> <p>20 Q. And then you sit down and go over that with</p> <p>21 the customer --</p> <p>22 A. Yes, Ma'am.</p> <p>23 Q. -- and determine what they want to do, and</p> <p>24 then you configure all these different available</p> <p>25 options within the software?</p>

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<p>1 A. Yes, Ma'am.</p> <p>2 Q. So that's your first meeting?</p> <p>3 A. (Nodding head).</p> <p>4 Q. Then what happens at your second meeting with</p> <p>5 the client?</p> <p>6 A. We leave the client with a to do list</p> <p>7 according to the agenda. They have a checklist, a task</p> <p>8 list. Then if they're not done and they're not ready</p> <p>9 for that second meeting, we just don't have it, because</p> <p>10 we can't proceed -- according to the implementation</p> <p>11 recipe, we can't proceed with the next step, and the</p> <p>12 client is supposed to be ready.</p> <p>13 When they are, we come back with the next</p> <p>14 phase, and then we say, okay, now we're going to go</p> <p>15 ahead and proceed with the training. You're set up.</p> <p>16 You're configured. Now let's show you how you're going</p> <p>17 to handle this.</p> <p>18 That's when they go in, they do their</p> <p>19 training, and they start finishing putting in their</p> <p>20 budgets, for example, with the module I did, and at</p> <p>21 that point it becomes turnkey. They go in, they start</p> <p>22 using it.</p> <p>23 At that point they're actually testing the</p> <p>24 system as well, and if they have any problems, we're</p> <p>25 there with support. We work with technical if there's</p>	<p>1 where you can go in and look at it and understand how</p> <p>2 the particular client is set up?</p> <p>3 A. Could you please -- I don't understand your</p> <p>4 question.</p> <p>5 Q. Someone goes in and takes the client's data</p> <p>6 and converts it into Tyler Technologies software based</p> <p>7 on whatever the agreement is with that particular</p> <p>8 client, right?</p> <p>9 A. Uh-huh.</p> <p>10 Q. And that's going to -- the ultimate configured</p> <p>11 software is going to differ between clients, right?</p> <p>12 A. Right.</p> <p>13 Q. So you got to look at it, I would think,</p> <p>14 before you walk in to train on it.</p> <p>15 A. Oh, you mean like a test database?</p> <p>16 Q. Yes.</p> <p>17 A. Oh, okay. Yes.</p> <p>18 Q. So once you get the test database, what do you</p> <p>19 do with it?</p> <p>20 A. Like preview the data that's in there?</p> <p>21 Q. Do you do any preparation so you understand</p> <p>22 what these systems are?</p> <p>23 A. I deal with auxiliary modules. I mean, it's</p> <p>24 not like I look at the core ledger. I'm not looking at</p> <p>25 <u>general ledger or accounts payable or anything like</u></p>
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<p>1 any problems, and they're running the system through</p> <p>2 the hoops.</p> <p>3 Q. Back up. When you go back the second time,</p> <p>4 are you sitting down at their actual computers?</p> <p>5 A. I'm not. They are.</p> <p>6 Q. And you're walking around looking over their</p> <p>7 shoulders?</p> <p>8 A. Yes, Ma'am.</p> <p>9 Q. And what are you having them do on their</p> <p>10 computers?</p> <p>11 A. They're entering data. They're setting up</p> <p>12 their phases for their projects.</p> <p>13 Q. And is this a live scenario or a test</p> <p>14 scenario?</p> <p>15 A. In most cases it's a live scenario.</p> <p>16 Q. The second time you go in?</p> <p>17 A. I believe so.</p> <p>18 Q. The data they're entering is actually live on</p> <p>19 their system?</p> <p>20 A. Yes. I'm trying to think of the last city</p> <p>21 that I implemented. I believe it was a test -- I</p> <p>22 believe it was a live environment.</p> <p>23 Q. Did you ever get a skeletal or test</p> <p>24 environment that once it's gone through configuration</p> <p>25 and it's set up in the initial set-up for the client</p>	<p>1 that, so with the auxiliary modules, there wasn't a lot</p> <p>2 for me to see.</p> <p>3 So, I mean, you go in and you make sure</p> <p>4 there's data there. You make sure that things look the</p> <p>5 way you expect them to see to make sure that they're</p> <p>6 linked and set up, so, yes, there is some preview of</p> <p>7 things, but it's not the same thing as with the general</p> <p>8 ledger or core modules.</p> <p>9 Q. The companies or the clients that you worked</p> <p>10 with are governmental entities, municipalities,</p> <p>11 whatnot?</p> <p>12 A. Yes, Ma'am.</p> <p>13 Q. And what were their hours?</p> <p>14 A. Their hours were -- sometimes people were in</p> <p>15 at 7:30, 8, 8:30. We usually started trainings at</p> <p>16 8:00.</p> <p>17 Q. And would end at what time?</p> <p>18 A. End at 4, 4:30. Sometimes people -- when I</p> <p>19 worked with the City of Albany, I'd get there sometimes</p> <p>20 at 7:30.</p> <p>21 Q. And leave when?</p> <p>22 A. Sometimes 5, sometimes 6.</p> <p>23 Q. But the employees are gone. They work their</p> <p>24 set schedules, correct?</p> <p>25 A. They do, but IT would be there later or</p>

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<p>1 Q. So you were required to say we followed 2 schedule today?</p> <p>3 A. Even if that's all the e-mail was. An e-mail 4 to the project manager every day to say training went 5 fine, training didn't go fine, training went fine, this 6 person is being difficult, we're on schedule, we're not 7 on schedule. We were required to e-mail the project 8 manager every day.</p> <p>9 Q. That's my point is it's not going to be the 10 same every day. Sometimes you're going to be on 11 schedule. Sometimes you're not.</p> <p>12 A. Right.</p> <p>13 Q. Why wouldn't you be on schedule on certain 14 days?</p> <p>15 A. You might have somebody in class who is being 16 difficult. There might be a problem with IT. The 17 Internet might have gone down. There could be any 18 number of reasons.</p> <p>19 Q. How do you figure out if a particular employee 20 is not understanding what you're trying to explain to 21 them?</p> <p>22 A. Because you have to stop class several times 23 to explain.</p> <p>24 Q. Because they're asking questions?</p> <p>25 A. Uh-huh.</p>	<p>1 and then if I can identify what the reason is. 2 Sometimes it just boils down to the fact that they're 3 not going to engage no matter what, and then I turn 4 that over to the person who is senior in class and see 5 what they can do. A lot of time I don't have to take 6 care of that at all because the senior person in class 7 has already figured it out and takes care of it 8 themselves.</p> <p>9 Q. So as you're interacting with the employees 10 and they're playing with their system, I assume they're 11 asking any number of questions about what they're 12 viewing on their screens.</p> <p>13 A. Uh-huh.</p> <p>14 Q. You have to be able to respond to those 15 questions, right?</p> <p>16 A. Right.</p> <p>17 Q. As you're getting the questions, do you ever, 18 okay, I see by the questions they're asking they didn't 19 grasp something we already went over and then decide to 20 go back and go to whatever it is they hadn't grasped to 21 make sure they got that before moving on to the next 22 subject?</p> <p>23 A. Uh-huh.</p> <p>24 Q. I would assume it has to be somewhat fluid, 25 because you don't know what the customer is going to</p>
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<p>1 Q. And do you ever watch the employees that 2 you're training and say, okay, this person is not 3 asking questions and get the impression that they're 4 not understanding because they're being quiet as 5 opposed to asking lots of questions?</p> <p>6 A. Uh-huh.</p> <p>7 Q. And what do you do then?</p> <p>8 A. Then you just try to engage them.</p> <p>9 Q. How do you do that?</p> <p>10 A. You call on them. You ask them questions. 11 You tactfully, diplomatically try to include them.</p> <p>12 Q. So tell me some of the strategies you utilized 13 for trying to get these employees to really grasp the 14 system that you're trying to explain to them.</p> <p>15 A. I would ask them, for example, or say why 16 don't you give me some examples of how that works in 17 your department and just kind of call them out.</p> <p>18 There could be any number of reasons they 19 weren't engaged. They didn't like the fact that their 20 department was going through change. They're sitting 21 there on the Internet playing. They're resentful about 22 having to be there when there's a whole bunch of work 23 on their desk.</p> <p>24 There could be any number of reasons, so I try 25 to figure out why they're not engaging, first of all,</p>	<p>1 grasp, not grasp, right?</p> <p>2 A. Right.</p> <p>3 Q. So you have the initial set-up session. Then 4 you have the go back, this training session you've 5 described. How many times did you go back for those 6 training sessions?</p> <p>7 A. We didn't ever do a repeat session unless the 8 client asked for it. The training session usually 9 would be if they had a test database, it would be on 10 the test database and then we'd move over to live, 11 their live environment where they're really working on 12 things and getting real data in there. So generally 13 like a set-up test and then usually three visits would 14 do it. Then we turned it over to them.</p> <p>15 Q. Is that the Go Live time?</p> <p>16 A. Yeah.</p> <p>17 Q. And you participate in that Go Live as well?</p> <p>18 A. Uh-huh. That's on-site support when they're 19 in live environments.</p> <p>20 Q. So what do you do when it's Go Live and 21 they're in their live environment? Are you basically 22 just watching them do their work and a resource in case 23 anything goes wrong?</p> <p>24 A. Absolutely. An on-site person so that if 25 there's a problem, then direct line to support, to the</p>

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<p>1 technical consultant. If they're doing their data 2 check, checking for data validations, that sort of 3 thing.</p> <p>4 Q. And after the Go Live, do you have any 5 follow-up contact with the customers?</p> <p>6 A. If they have a follow-up visit, if that's -- I 7 guess if that's part of their -- if the project 8 managers work that out with them, there would be a 9 follow-up visit to see how things are going. Again, I 10 didn't work with the general ledger, so I wouldn't do 11 any visits like that.</p> <p>12 Q. After you leave the client's site, do you have 13 any further customer support?</p> <p>14 A. The client always had customer support but not 15 on-site support with me as the implementation 16 consultant.</p> <p>17 Q. So once you're done, you've taken them through 18 implementation and Go Live, then from there any further 19 support was through somebody else?</p> <p>20 A. Yes. They wouldn't have seen me again unless 21 there was another auxiliary module that I would be 22 implementing.</p> <p>23 Q. Let's go back to Deposition Exhibit 11. I'm 24 continuing to what I had read before, so the next 25 sentence says, "This process involves the conversion of</p>	<p>1 that they didn't convert data.</p> <p>2 Q. Let's read the next sentence. Actually, I 3 want to make sure, because we talked really about the 4 first part of that sentence. What about helping 5 troubleshoot the software modules if there were support 6 issues and training the customer's employees on the use 7 and operation of the EDEN software? That's true?</p> <p>8 A. All those things are true.</p> <p>9 Q. The next one, "I would assist with verifying 10 the customer's data after it was converted and set up 11 various software modules."</p> <p>12 A. It did get converted from test database, and 13 this is where I was coming from from the test database 14 to the production site but not from the legacy system.</p> <p>15 Q. So where you are working with assisting with 16 verifying the customer's data after it was converted 17 and set up the various software modules, that's from 18 the test --</p> <p>19 A. From test, right.</p> <p>20 Q. -- to the live data?</p> <p>21 A. Yes, Ma'am.</p> <p>22 Q. So you're helping them once it's already 23 converted to get things ready to Go Live?</p> <p>24 A. Where they're verifying -- like if something 25 went from test to their live and there was something</p>
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<p>1 the customer's data from their existing software to the 2 new EDEN software, helping troubleshoot the software 3 modules if there were support issues, and training the 4 customers' employees on the use and operation of the 5 EDEN software."</p> <p>6 Do you see that?</p> <p>7 A. Yes, Ma'am.</p> <p>8 Q. Is that a true and accurate statement?</p> <p>9 A. Yes, it is, but I need to correct the 10 statement of conversion of the customer's data, because 11 with the auxiliary modules, there wasn't conversion of 12 the data, and as we've talked the process through, I'm 13 realizing we didn't convert -- the conversion process 14 as a whole there was from the GL but not on auxiliary 15 modules.</p> <p>16 Q. So despite signing Deposition Exhibit 11 and 17 declaring under penalty of perjury that it's true and 18 correct, you're now stating that that particular 19 statement is not true?</p> <p>20 A. Not for the auxiliary modules it wasn't.</p> <p>21 Q. You worked on the auxiliary modules, correct?</p> <p>22 A. You're right, but as I'm talking the process 23 through now, I'm remembering there wasn't conversion of 24 data. I didn't remember that part. It wasn't -- I 25 wasn't trying to be misleading. I just didn't remember</p>	<p>1 wrong like a misalignment of data and stuff, that's 2 when I call support and I say something happened when 3 it got converted from test to production. That's when 4 I place the calls.</p> <p>5 But they didn't have data get converted from 6 like a legacy system to the other, not with project 7 accounting. I don't recall with the other modules that 8 I did, and I'm sorry my memory is fuzzy. They may have 9 had conversion on the other auxiliary modules, and when 10 I talked about this, that may be what I'm recalling, 11 but I can't tell you right now.</p> <p>12 Q. How did you identify problems with the data 13 that had already been converted and was in the test 14 program?</p> <p>15 A. That went to production? For example, if it 16 was supposed to be -- if we knew that a project 17 accounting phase was supposed to be all alpha and we 18 saw something in there that was all numeric, I knew 19 right away that's a problem, and I would get on the 20 phone with the conversion team and say something 21 happened when this went into production.</p> <p>22 Q. How would you know it should be all alpha? Is 23 that from your discussions with the client?</p> <p>24 A. Exactly. We configured it and we said we need 25 all alpha phases and we've got numeric subtexts. We've</p>

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<p>1 got a problem.</p> <p>2 Q. Give me some other examples of types of</p> <p>3 problems that you personally were able to identify when</p> <p>4 looking at the customer's data in the test program.</p> <p>5 A. If we would have had subtasks that said things</p> <p>6 like land use, permitting, and those ended up in phase</p> <p>7 descriptions, that would have said construction 1,</p> <p>8 construction 2, construction 3, and those descriptions</p> <p>9 ended up in phases, I would have known we've got a</p> <p>10 problem here because those are subtask descriptions in</p> <p>11 phase descriptions. That's an issue.</p> <p>12 So those are the kinds of things that would</p> <p>13 have jumped out. If we would have had budgeting</p> <p>14 numbers in phase descriptions, those would have been a</p> <p>15 problem.</p> <p>16 Q. How do you know that, though?</p> <p>17 A. Well, when you see the client, you set it up</p> <p>18 and you work with project accounting enough, you start</p> <p>19 recognizing what phase descriptions are, and when you</p> <p>20 see budget numbers show up in a phase description, you</p> <p>21 know at first glance that we have a problem.</p> <p>22 Q. So that's based on your prior experience?</p> <p>23 A. Exactly.</p> <p>24 Q. What other kind of things are you looking</p> <p>25 through of the test data to look for to try to</p>	<p>1 I'm going to call the project manager. Those are the</p> <p>2 kinds of things I would do.</p> <p>3 I would never go off what our plan was, call</p> <p>4 the project manager, call conversion, because Tyler</p> <p>5 Technologies had their own plan about what to do if</p> <p>6 there was a problem, but the client also had to develop</p> <p>7 a plan about what they were going to do.</p> <p>8 If their Go Live date was June 1, obviously</p> <p>9 they couldn't do that, so when they developed their</p> <p>10 plan, it had to also include what we were going to do</p> <p>11 as a company, which meant we were going to work with</p> <p>12 our conversion team, talk to the consulting manager,</p> <p>13 because obviously that meant another trip for me to</p> <p>14 come down there once everything was cleaned up.</p> <p>15 Q. So you're collaborating with the client.</p> <p>16 You're collaborating with Tyler. You're all working</p> <p>17 together to come up with a plan for whatever it is</p> <p>18 you've discovered when you're looking at the software?</p> <p>19 A. Right.</p> <p>20 Q. "I also trained clients on how to operate the</p> <p>21 new software program."</p> <p>22 Do you see that? What different methods did</p> <p>23 you utilize to train clients? I mean, it could be</p> <p>24 classroom training with a PowerPoint, pure lecture,</p> <p>25 sitting down at computers, one-on-one with some people</p>
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<p>1 troubleshoot or see if there are any problems?</p> <p>2 A. When the client imports budgets and you know</p> <p>3 they've imported budgets and they were there in test</p> <p>4 and they're not in production, that's a problem.</p> <p>5 Q. Any other kind of things that you're looking</p> <p>6 for to try to see if there are any problems with the</p> <p>7 data?</p> <p>8 A. The client does the validating, and then when</p> <p>9 they say there's a problem, I come and confirm that</p> <p>10 there's a problem, and then I would go ahead and call.</p> <p>11 Q. When you say validating, you mean comparing, I</p> <p>12 guess, what the Tyler software is showing and what they</p> <p>13 expect it to show?</p> <p>14 A. Exactly.</p> <p>15 Q. Let's go back to your declaration that we</p> <p>16 marked Deposition Exhibit 11. "If there were errors in</p> <p>17 the converted data, I would assist the customer with</p> <p>18 developing a plan for correcting errors in their</p> <p>19 existing database."</p> <p>20 What does that mean?</p> <p>21 A. Well, if they had errors -- well, let's say</p> <p>22 the budgets were missing. Then we would sit there and</p> <p>23 I would say, okay, first of all, I'm going to call the</p> <p>24 conversion team and we'll see what we can do to get</p> <p>25 that taken care of. Obviously you can't roll this out.</p>	<p>1 that are struggling. Just give me some of the various</p> <p>2 different types of training that you utilized when</p> <p>3 working with clients to teach them how to operate the</p> <p>4 new software program.</p> <p>5 A. Well, I didn't deviate from the Tyler plan. I</p> <p>6 had to stay with that, because that's duplicatable, so</p> <p>7 everything was based on that.</p> <p>8 Q. What Tyler plan are you talking about?</p> <p>9 A. The Tyler training plan for whatever module we</p> <p>10 were implementing, because the whole idea is if</p> <p>11 something happened to me, somebody else had to pick up</p> <p>12 right where I left off, and people couldn't be told</p> <p>13 something different or be confused by that.</p> <p>14 Q. But the plan, is that like a customer</p> <p>15 hand-out? Is that something you're giving to the</p> <p>16 client?</p> <p>17 A. Yeah. There's a training guide. There's an</p> <p>18 instruction manual. Everything has to be duplicatable,</p> <p>19 so whatever it was, it had to stay with that. So if I</p> <p>20 was working with a client, that was always the</p> <p>21 foundation to keep that duplicatable.</p> <p>22 If I was out of the picture, we couldn't</p> <p>23 confuse the client so that if somebody else came in</p> <p>24 that the client was saying, well, Joy was just here,</p> <p>25 and that's not how she trained us. So it always had to</p>

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<p>1 be with that, whether it was one-on-one, whether it was 2 a group of people, whether it was city, county, 3 whatever it was. 4 There was a PowerPoint to do an overview. 5 There was always an agenda that went to the client 6 before the trip. Then we just showed them whatever was 7 in the Tyler training, the Tyler training materials, 8 the overhead hands-on, and then usually picked somebody 9 from the class to do the driving. 10 We called it the driving so they could roam 11 around the application, which left us free to go around 12 the classroom, so if someone was struggling we could 13 help them, hold people more accountable if they were 14 going to check e-mail or be on the Internet, and then a 15 lot of questions and answers and some exercises so that 16 people could get some hands-on with that. 17 Q. You write, "I performed my job primarily at 18 the customers' offices where I would remain until the 19 training was complete and the customer was up and 20 running on EDEN software." 21 Approximately how many times did you actually 22 go out to a customer site? 23 A. I believe it was a minimum of three. 24 Q. Is that per implementation or is that three 25 times total during your employment?</p>	<p>1 live. I don't know what no conv means. 2 Q. Can you hand me Deposition Exhibit 13 back? 3 A. (Handing). 4 Q. I'm going to hand you something else. This 5 one I'm marking Deposition Exhibit 14, and this may be 6 easier to read. 7 (Deposition Exhibit 14 was marked for 8 identification.) 9 MS. PERLIONI: I'm sorry. My pages got 10 stuck together. 11 Q. (BY MS. PERLIONI) Take a look at Deposition 12 Exhibit 14. See if you recognize that. 13 A. (Reviewing). No. 14 Q. You might not recognize the actual print-out 15 or the format of this report. I'm just wondering if 16 you look on it if any of the data or information that's 17 contained on Deposition Exhibit 14 looks familiar to 18 you. 19 A. (Reviewing). It looks like some time entry. 20 Q. Under sold to short name on Deposition 21 Exhibit 14, do you see the first one says Highland? 22 A. Uh-huh. 23 Q. Who do you believe that to be? 24 A. I don't know. 25 Q. What about below that, Albany?</p>
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<p>1 A. Per implementation. 2 Q. And do you recall how many implementations you 3 did? 4 A. No, Ma'am, I do not. 5 Q. I'm going to hand you a document that I marked 6 as Deposition Exhibit 13. If you'll take a look at 7 Deposition Exhibit 13 and tell me if you recognize it. 8 A. No. 9 Q. If you look at it -- and I'll represent to you 10 I think this is information that was printed out of 11 Tyler Technologies' system. If you see customer name 12 sort of in the middle of Deposition Exhibit 13, do you 13 see City of Pensacola? 14 A. Yes, Ma'am. 15 Q. Was that a client that you performed training 16 for? 17 A. I think so, and Mindy shadowed me. 18 Q. Look over at the far right where it says what 19 -- I believe the heading is supposed to be description. 20 Do you see that? 21 A. Yes. 22 Q. Do the entries under description mean anything 23 to you? 24 A. (Reviewing). Vaguely. BQ, what was that? I 25 can't remember what that module was. Set-up ops go</p>	<p>1 A. Uh-huh. Yeah. In Oregon. 2 Q. What is that? 3 A. That was a client I did project accounting 4 for. 5 Q. I thought you didn't do any project 6 accounting. 7 A. I did do -- that's what I've been talking 8 about is project accounting. 9 Q. I thought you didn't do the accounting module 10 at all. 11 A. Project accounting is an auxiliary module. 12 Q. You're right. I'm sorry. Tumwater. 13 A. Another client I did project accounting for. 14 Q. So did this appear to be if you look through 15 the different sold to, short name the clients for whom 16 you worked during the time that you were with Tyler 17 Technologies? 18 A. Uh-huh. 19 Q. Are there any clients that you recall working 20 with that are not reflected in Deposition Exhibit 14? 21 A. I don't know. I don't remember all the 22 clients I worked for. 23 Q. Sitting here today, though, you don't? 24 A. I don't. They don't come to mind, no. 25 Q. Look at what we have as 13 and 14. It appears</p>

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<p>1 that 13 is the time period beginning in late 2005 and</p> <p>2 going --</p> <p>3 A. City of Pensacola, City of Albany.</p> <p>4 MS. BAGLEY: Let the record reflect that</p> <p>5 we're all sitting here while counsel is talking. That</p> <p>6 was a joke.</p> <p>7 MS. PERLIONI: I'd be willing to comment</p> <p>8 and go off the record. In fact, why don't we take a</p> <p>9 break and let me see if I have much more. I think I'm</p> <p>10 pretty close.</p> <p>11 (Recess taken.)</p> <p>12 Q. (BY MS. PERLIONI) I had a few follow-up</p> <p>13 questions. I wanted to go back to the work you were</p> <p>14 doing in the evenings that you were talking about that</p> <p>15 you would do in your hotel when you were out at a</p> <p>16 client site. Is that work you considered billable work</p> <p>17 or nonbillable work?</p> <p>18 A. No. It was nonbillable work.</p> <p>19 Q. So that was work that you were tracking on</p> <p>20 your spreadsheet but not including in the EDEN software</p> <p>21 system?</p> <p>22 A. Yes. We were told billable work was only the</p> <p>23 time we spent with a client.</p> <p>24 Q. You mentioned earlier that you were -- were</p> <p>25 you in school during the time that you were working</p>	<p>1 When were you doing that work?</p> <p>2 A. When was I doing the studying work?</p> <p>3 Q. You got to take the class online and then</p> <p>4 study.</p> <p>5 A. Oh, in the evenings.</p> <p>6 Q. How often were you doing that? Every night?</p> <p>7 A. Pretty much.</p> <p>8 Q. So about how many hours would you spend each</p> <p>9 night either taking the online class or studying the</p> <p>10 material for the online class?</p> <p>11 A. Probably a couple hours during the week,</p> <p>12 because I did most of my work on the weekends.</p> <p>13 Q. So only 2 hours during the week actually</p> <p>14 taking and studying?</p> <p>15 A. About 90 minutes to 2 hours in the evenings a</p> <p>16 night.</p> <p>17 Q. I'm sorry. So each night?</p> <p>18 A. Each night, yes, Ma'am.</p> <p>19 Q. How long did those classes last if you started</p> <p>20 in October?</p> <p>21 A. I don't recall, because I was on hiatus for a</p> <p>22 while.</p> <p>23 Q. What do you mean by on hiatus?</p> <p>24 A. I went on medical leave because my migraine</p> <p>25 headaches during and after working for Concur went</p>
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<p>1 with Tyler Technologies?</p> <p>2 A. Yes. Starting in October.</p> <p>3 Q. So in October of -- if you started at Tyler</p> <p>4 Technologies in September of '05, you would have</p> <p>5 started a month -- school a month after you started</p> <p>6 with Tyler?</p> <p>7 A. Yes. I believe so.</p> <p>8 Q. How many classes were you taking?</p> <p>9 A. I think it was two, but they were accelerated</p> <p>10 courses.</p> <p>11 Q. So you were taking two accelerated courses.</p> <p>12 Do you remember what you were taking courses in?</p> <p>13 A. There was two, and I don't remember what the</p> <p>14 first two were.</p> <p>15 Q. When you say two courses, are they like 3-hour</p> <p>16 courses, like 3 credit hours?</p> <p>17 A. No. They were 4 or 5 credits. I don't</p> <p>18 remember how many -- because when I finished with them,</p> <p>19 I was getting 6 credit hours, 6 to 8 credit hours when</p> <p>20 I finished with them. They were online courses, and so</p> <p>21 depending on the classes, they were 6 to 8 credit hours</p> <p>22 posted when they were finished.</p> <p>23 Q. Is that per class or --</p> <p>24 A. No. For the two of them.</p> <p>25 Q. And when were you taking the online classes?</p>	<p>1 really bad, so I was on hiatus for a while.</p> <p>2 Q. During and after working for Concur?</p> <p>3 A. I'm sorry. For Tyler Technologies.</p> <p>4 Q. So when did the migraines start?</p> <p>5 A. I've always had them, but when I was working</p> <p>6 with Concur, they got very, very bad.</p> <p>7 Q. Have you ever worked for Concur?</p> <p>8 A. I'm sorry. I work for Concur now. When I was</p> <p>9 working for EDEN they got very, very bad.</p> <p>10 Q. So would they hit you in the evening? Would</p> <p>11 it hit you during the day?</p> <p>12 A. They would get really bad during the day.</p> <p>13 Q. And what would you do when you had these bad</p> <p>14 migraine headaches?</p> <p>15 A. I tried to work through them, the cluster</p> <p>16 headaches, and then I'd start having cluster headaches</p> <p>17 at night. A lot of my having to go home had to do with</p> <p>18 the headaches.</p> <p>19 Q. What are cluster headaches?</p> <p>20 A. Cluster headaches are another type of headache</p> <p>21 that strike in the middle of the night.</p> <p>22 Q. So initially you were getting some during the</p> <p>23 day, and then you were getting them at night as well?</p> <p>24 A. Right. And they were interrupting my sleep,</p> <p>25 and so between the injections and stuff, the Imitrex</p>